

Abigail Amanda DeKam

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EDUCATION

West Virginia University, Morgantown, WV

Expected Graduation: May 2027

Bachelor of Arts in Music Business and Industry with a minor in Event Planning

GPA: 3.78

RELEVANT EXPERIENCE

Venue Staff; West Virginia Botanic Garden: The Terrace

May 2025 - Present

- Manage the venue, handle complications, and communicate friendly and directly with all clients and vendors.
- Maintain a spotless atmosphere before, during, and after the event as well as move heavy chairs and tables.

Certified Trainer and Grill Member; Chipotle Mexican Grill

June 2024 - Present

- Effectively resolve customer concerns with empathy, ensuring to maintain customer satisfaction.
- Dexterously shift tasks like taking orders, cashier checkout, lobby cleanliness, food supply, and more.
- Work under high pressure during peak hours and manage unique problems on a dime.

Music & Event Production Intern; FestivALL, Charleston, WV

June 2024 - July 2024

- Transport heavy supplies to and from event locations spread across all of Charleston.
- Worked with event staff to guide guests, answer questions, and ensure a positive festival experience.
- Shadowed production leads and gained insight into large-scale event planning and execution.

Intern; Arts & Cultural Development Department, Morgantown, WV

May 2024 - December 2024

- Provided tours of the venue to the artist(s) and gave an outline of the day of show timeline.
- Prioritized deadlines of crucial concert information for artists, tour managers, and stage crew.
- Collaborated with staff to maintain a clean and safe venue for guests and artists.
- Conducted comprehensive research on artists, analyzing their post content, contact information, musical style, and discographies to support event planning.

Office Manager and Housekeeper; Dakota Country Inn, Platte, SD

September 2019 - August 2023

- Managed booking spreadsheet and inserted in new guests over the phone or in person.
- Spotlessly clean rooms to help maintain an 8.8/10 rating on expedia and a 4.5/5 on trip advisor
- Managed customer relations by addressing guest inquiries and resolving complaints efficiently.

LEADERSHIP AND OTHER EXPERIENCE

Content Creation; Mon Hills Music Group

January 2025 - Present

- Table at recruitment events mentioning relevant meeting events to persuade students to join club.
- Lead group in biweekly presentations covering topics like EPKs, social media campaigns, and trend analysis.
- Collaborate with the content team and research media analytics to produce maximum impact content.

Secretary; WVU Music and Health Club

January 2024 - Present

- Collaborate with other club leaders to develop outreach projects such as poster advertisement, word of mouth advertisement, and themed meetings for stress management with refreshments and unique activities.
- Provide creative ideas for meetings and adapt to specific interests of the members of the club.

Event Staff; WVU Arts and Entertainment, Morgantown, WV

October 2023 - May 2025

- Set up and tear down heavy sets ranging from ballet sets, musical sets, risers, etc.
- Professionally present the experience of the event by greeting patrons and settling customer concerns.

SKILLS

Design: Adobe Suite, Clipchamp, iMovie, WIX, Canva

Administrative: Google Docs Editors Suite, PowerPoint, Word, & Excel

Social Media Administration: Instagram, Facebook, YouTube, TikTok

ACHIEVEMENTS

WVU Scholarship of Distinction and Creative Arts Scholarship

Fall 2023 - Present

NSU Young Artist Competition **First Place**

November 2022

American International Music Competition **Finalist**

April 2024